

Attachment J

UTILITY DATA RESOURCES, INC.

Document Title **EMPLOYEE ROLES AND EDUCATION
REQUIREMENTS FOR DATA COLLECTION**

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Authorization

Amendment History

Version	Date	Reason for version
1.0	2 October 2001	First Issue
1.1	13 February 2002	Revised

Roles

VP – Operations

This role requires the supervision of a team of 5 technical staff for all UDRI Operations functions. This function covers all aspects of data collection from the management of meters and their interface with MV90, to the management of the data required to service data collection, data aggregation from the delivery of reports for billing and settlements purposes to the provision of energy management services.

Meter Management

- Management of metering services, including MSP's
- Maintaining Customer, site and details
- Commissioning and registration of sites
- Management of standing data
- Meter maintenance
- Remote interrogation
- Site visits
- Fault rectification

Data Production

- Use of systems
- Scheduling and retrieval of data
- Data validation
- Data estimation
- Fault processing
- Production reports
- Settlement reports
- Billing reports
- Data reports
- Aggregation profile

Communications

- Set-up of Communications Infrastructure
- Coordination of services between multiple service providers
- Modem and Associated Hardware Installation and Configuration
- Stress Testing
- Problem Diagnostics and Resolution

Operations Analyst – Meter Management

This role involves the administration of the details required for the management of metering and data collection. The role involves entering new customer and site data, updates and queries. This role requires the development of a thorough working knowledge of MV90 and its interfaces.

Duties include:

- Recording and maintaining Customer and Metering details
- Maintenance of standing data
- Administration of site registrations
- Validation of standing data
- Reporting

Operations Analyst – Data Production

This role involves the administration of the interface between the meters and MV90 and ensuring the successful, complete and timely retrieval of data. It involves ensuring that data can be collected from meters and that all issues are detected and rectified within the required time frame. It involves the validation of data, including checks against set parameters and the identification, and rectification of errors. A thorough working knowledge of MV90 is essential to this role.

- Remote interrogation of meters
- Fault logging and management
- Arrange site visits for hand held data collection
- Liaison with manual meter readers
- Arrange and monitor schedules for meter maintenance

Operations Analyst – Customer Service

This role provides customers with an interface to UDRI. The Customer Services team is the customer's first point of contact with the company. Customer Services staff are trained to handle the majority of customer queries, and in identifying the appropriate source for a response.

- Confirm customer orders
- Provide help desk function to customers
- Handle inquiries

Education Requirements Policy

UDRI is a technology based business and, as such, requires its employees to be highly computer literate. UDRI is also a customer-focused business, and requires its employees to demonstrate excellent interpersonal skills. Candidates lacking in either of these key attributes will not be considered for a role at UDRI in the Operations area.

The education requirements policy sets out the minimum educational requirements, and then describes the job specific requirements for each role within the company.

Responsibility

The responsibility for ensuring that candidates meet minimum requirements lies with all supervisors involved in the recruitment process.

General Minimum Educational Requirements

- High school graduate or GED equivalent.
- Competent working with numerical data and constructing simple mathematical formulas such as calculating a percent.
- Demonstrated ability to learn several computer systems and in particular the Operating environment of Windows 2000 Professional.
- Familiarity with the Internet and e-mail.
- Touch Type (20 Words per minute minimum).
- Demonstrate skill operating a PC with mouse. At least six months full time experience is required as a minimum, however one year's experience is preferred.

Role Specific Educational Requirements

Meter Management

- Metering knowledge including knowledge of the different types of meters, registers, pulse multipliers, flags, alarms and engineering units
- Clear understanding of metering site installations
- Ability to co-ordinate tasks and to follow procedures within tight deadlines
- Good organizational skills
- Previous experience with MV-90 preferred but not required

Data Production

- Excellent computer skills
- Previous experience of MV-90 preferred but not required

Customer Service

- Good interpersonal skills
- Previous experience of MV-90 preferred but not required

Proof of Education

The manager responsible for recruitment must ensure that evidence of the candidate's education is presented. Such evidence will include High School certificates and references. Managers may also test aspects of the candidate's experience such as numerical ability or PC skills.

Applied Metering Technologies, Inc
Training Practices

APPLIED METERING TECHNOLOGIES, INC.
PERSONNEL QUALIFICATIONS STANDARDS

QP - 008

1. OBJECTIVES

- 1.1. This procedure describes the use of Personnel Qualifications Standards to qualify technicians for their job position.

2. RESPONSIBILITIES

- 2.1. The responsibility of first line supervision and the technical instructor is to ensure technicians are adequately trained in the procedures and safety considerations of the various levels of Meter Technician.
- 2.2. The technical instructor shall ensure that training material is updated to reflect the most recent procedures on metering practices.
- 2.3. First line supervision shall ensure that technicians meet the qualifications of the position for accuracy, job knowledge, and safety.

3. PERSONNEL QUALIFICATIONS STANDARDS

- 3.1. A Personnel Qualification Standard Form exists for each of the five levels of technician. (PQS-001 through PQS-005)
- 3.2. As the technician satisfactorily completes each of the appropriate Training Program Modules, supervision will initial and date the PQS Form indicating the technician is qualified to perform that particular level of work.
 - 3.2.1. Some Training Program Modules will be comprised of a combination of formal classroom instruction, hands on training in the field, or both.

4. RECORDS

- 4.1. First line supervision will accurately record each technicians level of progress and maintain records for auditing purposes.